

## **VI. Prompt Provision of Services**

**When an individual's eligibility for a service is established in accordance with 10A NCAC 71R .0602, the service must be provided as follows:**

**Initial service(s) requested must be provided within fifteen (15) calendar days of the date the notice of eligibility is given or sent to the client.**

**For additional service(s) requested during an ongoing period of eligibility, the service must be provided within thirty (30) calendar days of the date the request was received by the agency.**

**When a requested service cannot be provided within timeframes above, the application for the service must be denied unless, for services funded with Social Services Block Grant (Title XX) funds administered by the Division of Social Services, the agency has adopted a local waiting list policy that provides otherwise as follows:**

**Local waiting list policies must be in writing and must be approved by the county board of social services.**

**Local waiting list policies must designate whether the waiting list is used for purposes of meeting prompt provision requirements or to respond to inquiries about services or both.**

**Local waiting list policies must assure that all individuals are treated equitably in terms of the manner in which they are advised of the upcoming availability of services.**

**Local waiting list policies must ensure that an individual's name does not remain on the waiting list indefinitely without the individual being notified of the status of his/her request and the anticipated availability of the service. To this extent, the waiting list policy must designate a reasonable time period, not to exceed 90 days, that an individual's name can remain on the waiting list prior to providing the service or notifying the individual that the service cannot be provided. [10A NCAC 71R .0803]**

Provision of the service means the delivery of the service by agency staff, arranging for delivery of the service by agency staff or delivery of the service by another provider who is authorized by the agency to provide the service.

A county may decide not to maintain a waiting list, but instead choose to keep an inquiry list. The purpose of the inquiry list is to keep a list of names and contact information for individuals that expressed an interest in a particular program or service provided by the county Department of Social Services. The inquiry list is an informal process and not subject to the same

requirements for the maintenance of a waiting list. Best practice approach suggests that the agency utilizing inquiry lists needs to consider some important basic principles. When deciding whether to use a waiting list or inquiry list consider the following:

Prospective clients need to have the most current information in order to make informed decisions. It is important that individuals on an inquiry list know when a service or program will not be available to them due to limited funding or discontinuance of the service.

The agency may also provide alternative approaches or referrals to other services.

It is recommended that people on an inquiry list be contacted every ninety days to update them on the current availability of the service(s) in which they have an interest and/or to determine if they have an interest in remaining on the list.

It is also recommended that local policies and procedures governing the agency's use of inquiry lists be in writing and approved by the county board of social services.